

**CONSUMER EDUCATION: A PROFILE OF PROGRAMS  
AND RESOURCE MATERIALS FOR MAUI RESIDENTS**

**John Moriyama, Charlotte Nakamura,  
Anthony Nakazawa, and Eileen Mortenson**

**APRIL 1981**



**Hawaii Institute of Tropical Agriculture and Human Resources**

**Community Resource Development**

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## INTRODUCTION\*

This report presents a "profile" of various consumer education programs and resources available to Maui residents. Surprisingly, there are many organizations and agencies that address consumer needs. For example, the Cooperative Extension Service's Home Economics program offers short classes on such topics as energy conservation, minor home repair, food preservation, and so forth. Other agencies, such as the Consumer Product Safety Commission, have a wealth of consumer education resources. Still others have speakers' bureaus or special hotline telephones to assist the consumer in specific subject areas. Hopefully, the information contained here will enable readers to become better acquainted with the services offered, so that they can better select the type of help they need.

In developing this report, the Kokua Service's 1978 Directory of Community Resources served as the starting point for identifying agencies and organizations involved in consumer education. The authors expanded this to include other agencies involved in consumer education that they either were referred to or knew of from prior experience. A total of thirty-five agencies are described in this report.

There are two sections in this report. Section One is a subject index that refers the reader to agencies that provide services related

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\*This publication was compiled by John Moriyama, Program Assistant, Charlotte Nakamura, Extension Home Economist, Anthony T. Nakazawa, Community Resource Development Specialist, and Eileen A. Mortenson, Program Assistant, Hawaii Institute of Tropical Agriculture and Human Resources. (HITAHR combines the functions of the University of Hawaii Agricultural Experiment Station and the Cooperative Extension Service.) Funding was made available in part by HITAGR and by Title V of the Rural Development Act of 1972.

to that subject. Section Two summarizes each agency according to the following format:

- a. How to contact the agency;
- b. A summary of its major function; and
- c. A description of consumer education-related programs, services, and/or resources, as well as the intended target audience.

This report represents one of the products developed from the "Study of Families in Transitional Communities" project. The United States Department of Agriculture's Science and Education Administration provided funding from Title V of the Rural Development Act of 1972, to the Hawaii Institute of Tropical Agriculture and Human Resources for this study.

SUBJECT INDEX

ADVERTISING

Federal Trade Commission  
Food and Drug Administration  
Maui Better Business Bureau  
Maui Chamber of Commerce  
Office of Consumer Protection

AGING

Internal Revenue Service  
Legal Aid Society of Maui  
Maui Community College

ALCOHOL

Maui Mental Health Center  
Traffic and Safety Education

ANIMALS AND PETS

Department of Agriculture

ANTI TRUST

Federal Trade Commission  
Office of Consumer Protection

Apartments, Rental - See: HOUSING

APPLIANCES

Hawaii Energy Extension Service  
Maui Electric Co.  
Sears, Roebuck and Co.

Automobiles - See: MOTOR VEHICLES

BANKING AND CREDIT

Bank of Hawaii  
Consumer Credit Counseling Service  
Housing and Urban Development  
Maui Chamber of Commerce

Bonds and Stocks - See: INVESTMENTS AND BUSINESS OPPORTUNITIES

BUSINESS

Bank of Hawaii  
Federal Trade Commission  
Internal Revenue Service  
Lokahi Pacific  
Maui Better Business Bureau  
Maui Chamber of Commerce  
Office of Consumer Protection

Business Management Assistance - See: INVESTMENTS AND BUSINESS OPPORTUNITIES

Business Ventures - See: INVESTMENTS AND BUSINESS OPPORTUNITIES

Cars - See: MOTOR VEHICLES

#### CHILDREN, YOUTH AND FAMILIES

- Cooperative Extension Service
- Department of Education
- Hawaii Poison Center
- J.C. Penney Co.
- Maui Mental Health Center
- Nutrition Branch, Department of Health
- Public Health Nursing Branch, Department of Health

#### CLOTHING AND FABRICS

- Cooperative Extension Service
- Department of Education
- Sears, Roebuck and Co.

Collection Practices - See: BANKING AND CREDIT

Commercial Banks - See: BANKING AND CREDIT

#### COMMUNICATIONS

- Hawaiian Telephone Co.
- J.C. Penney Co.

#### CONSUMER AFFAIRS

- Consumer Credit Counseling Service
- Maui Better Business Bureau
- Office of Consumer Protection

Consumer-Business Relations - See: BUSINESS

#### CONSUMER EDUCATION

- Homeownership Counseling Agency, Hawaii Housing Authority
- Maui Community College

#### CONSUMER INFORMATION

- Consumer Information Center
- Consumer Product Safety Commission
- Food and Drug Administration
- Hawaii Newspaper Agency
- Health Education, Department of Health
- J.C. Penney Co.
- Maui Better Business Bureau
- Maui Kokua Services, Inc.
- Maui Library
- Sears, Roebuck and Co.

#### COSMETICS

- Food and Drug Administration

Credit - See: BANKING AND CREDIT

Credit Cards - See: BANKING AND CREDIT



Credit Harrassment - See: BANKING AND CREDIT

Debt Collectors - See: BANKING AND CREDIT

Discrimination - See: HOUSING

Disease - See: HEALTH CARE

#### DOOR TO DOOR SALES

Federal Trade Commission  
Maui Better Business Bureau  
Office of Consumer Protection

#### DRUGS

Food and Drug Administration  
Hawaii Poison Center  
Maui Mental Health Center

#### ECONOMY

Bank of Hawaii  
Cooperative Extension Service  
J.C. Penney Co.

#### EDUCATION

Education Opportunity Center  
Hawaii Newspaper Agency  
J.C. Penney Co.

Elderly - See: AGING

Electrical Safety - See: PRODUCT SAFETY

#### EMPLOYMENT

Educational Opportunity Center

#### ENERGY

Cooperative Extension Service  
Hawaii Energy Extension Service  
Maui Electric Co.  
Traffic and Safety Education

#### ENVIRONMENT

Department of Agriculture  
Food and Drug Administration

False Advertising - See: ADVERTISING

Families - See: CHILDREN, YOUTH AND FAMILIES

#### FOOD

Cooperative Extension Service  
Department of Agriculture  
Department of Education  
Food and Drug Administration  
Marine Advisory Program  
Maui Electric Co.  
Nutrition Branch, Department of Health

FURNITURE

Sears, Roebuck and Co.

Gasoline - See: ENERGY

Guarantees - See: WARRANTIES

HANDICAPPED

Internal Revenue Service

HEALTH CARE

Department of Agriculture  
Emergency Medical Service Program  
Health Education, Department of Health  
Maui Mental Health Center  
Public Health Nursing Branch, Department of Health

Homebuying - See: HOUSING

HOUSING

Bank of Hawaii  
Cooperative Extension Service  
Homeownership Counseling Agency, Hawaii Housing Authority  
Housing and Urban Development  
Legal Aid Society of Maui  
Office of Consumer Protection

IMMIGRATION AND NATURALIZATION

Legal Aid Society of Maui

Income Taxes - See: TAXES

INSURANCE

Homeownership Counseling Agency, Hawaii Housing Authority

INVESTMENTS AND BUSINESS OPPORTUNITIES

Bank of Hawaii  
Lokahi Pacific  
Maui Chamber of Commerce

Job Training - See: EMPLOYMENT

Landlords - See: HOUSING

LEGAL CONCERNS

Legal Aid Society of Maui

LOW INCOME CONSUMERS

Internal Revenue Service  
Legal Aid Society of Maui  
Lokahi Pacific  
Maui Economic Opportunity, Inc.  
Nutrition Branch, Department of Health

MAIL

Office of Consumer Protection

Make-Up - See: COSMETICS

MARINE AFFAIRS

Marine Advisory Program

Medical Devices - See: DRUGS

MEDICAL SERVICES

Emergency Medical Service Program

Mental Health - See: HEALTH CARE

Mental Illness - See: HEALTH CARE

METRICATION

J.C. Penney Co.  
Sears, Roebuck and Co.

Monopoly - See: ANTI TRUST

MOTOR VEHICLES

Hawaii Energy Extension Service  
Traffic and Safety Education

Nutrition Information - See: FOOD

Occupations - See: ECONOMY  
See: EMPLOYMENT

Pesticides - See: ENVIRONMENT

Poison - See: DRUGS  
See: PRODUCT SAFETY

Price Fixing - See: ANTI TRUST

PRODUCT SAFETY

Consumer Product Safety Commission  
Food and Drug Administration  
Hawaii Poison Center  
Maui Electric Co.  
Office of Consumer Protection

Radiation - See: ENVIRONMENT

Rentals - See: HOUSING

RURAL DEVELOPMENT

Cooperative Extension Service  
Lokahi Pacific

Senior Citizens - See: AGING

Small Business - See: BUSINESS

See: INVESTMENTS AND BUSINESS OPPORTUNITIES

Solar Energy - See: ENERGY

Student Grants - See: EDUCATION

TAXES

Hawaii Energy Extension Service

Internal Revenue Service

Telephone - See: COMMUNICATION

Tire Safety - See: MOTOR VEHICLES

Toy Safety - See: PRODUCT SAFETY

TRANSPORTATION

Traffic and Safety Education

Utilities - See: ENERGY

WARRANTIES

Consumer Product Safety Commission

Office of Consumer Protection

WEIGHTS AND MEASURES

Department of Agriculture

Youth - See: CHILDREN, YOUTH AND FAMILIES



*BANK OF HAWAII - MARKETING DIVISION*

Address: P.O. Box 2900  
Honolulu, HI 96846

Phone Number: 537-8383

Primary Function:

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Speakers Bureau			Business and trade associations, Civic and service groups (adult), Employee group, College classes
<u>Topic Areas</u>			
Business	What To Do When Your Bank Makes You Mad		
Economy	Business, Job, and Capital Improvement		
Personal Money Management	How To Get the Most For Your Money		
Special Groups	Banking and the Senior Citizens		
Family Finance	Budgets, Buying a House, Super-market Shopping		
	Note: To obtain a copy of the Speakers Bureau brochure, or to arrange for a speaker from the Bank of Hawaii, contact:  Bank of Hawaii Marketing Division P.O. Box 2900 Honolulu, HI 96746 Phone: 537-8383		

*COMMON CAUSE, HAWAII (private, non-profit)*

Address: 250 South Hotel Street  
Honolulu, HI 96813

Phone Number: 524-5600 (Armed Forces YMCA) extension 297 or 299

Primary Function:

Common Cause is a citizens' lobby dedicated to increasing government accountability and improving government performance. In Hawaii, Common Cause has successfully lobbied for a sunshine (open meeting) law, a stronger ethics law, a lobby registration law, a sunset law (to periodically review state agencies and boards), and partial public financing of elections with contribution and spending limits. Common Cause also conducts studies, monitors compliance with various laws, and acts as a clearinghouse for citizen concerns that deal with good government.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Speakers Bureau (informal)	Presentations on citizen participation, open meetings, campaign spending, etc.		General public
Survey of candidates for elected offices	Periodic report summarizing Maui candidates' opinions and views on various issues.		

CONSUMER CREDIT COUNSELING SERVICE OF HAWAII (CCCSH)

Address: 1125 North King Street  
Honolulu, HI 96817

Phone Number: 841-7516

Primary Function:

Provides counseling to families and individuals with debt problems. It is an advisory service where consumers may obtain advice and counsel, without charge, about buying on credit and handling credit problems. CCCSH is neither a charitable agency nor a lending institution; it is supported by contributions from consumer finance companies, banks, retail merchants, public utilities, etc.

Because there is only one CCCSH office which is based on Oahu, Neighbor Island residents must visit Honolulu for initial counseling (follow ups may be done on the phone). Presently, no funds are available to allow counselors to travel to the Neighbor Islands.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Speakers	Presentations available on a wide range of subject areas, including the function and role of CCCSH.		General public on Oahu
Resources	<p>Film - "To Your Credit" - a 16 mm film by General Mills (intended for general audiences)</p> <p>Filmstrips -</p> <p>"Credit: The Bank"</p> <p>"Credit: The Retail Store"</p> <p>"Two Sides of Borrowing"</p> <p>"Your Personal Spending Plan"</p> <p>"Credit Cards"</p> <p>"Credit: The Finance Company"</p> <p>(intended for elementary to intermediate school audiences)</p>		General public on all islands

CONSUMER INFORMATION CENTER - GENERAL SERVICES ADMINISTRATION (Federal)

Address: Consumer Information Center  
Pueblo, Colorado 81009

Phone Number:

Primary Function:

The Consumer Information Center distributes Federal consumer publications and works with and encourages other Federal agencies to develop consumer information. It publishes the free Consumer Information Catalog four times a year.

Description of Consumer Education Programs/Resources

<u>Program Topic</u>	<u>Description of Program</u>	<u>Phone #</u>	<u>Persons Eligible</u>
<u>Consumer Information Catalog</u>	<p>This catalog lists more than 200 selected Federal consumer publications on such topics as how to fix your car, how to save money on foods, health care, energy, other household expenses, and so forth. More than half of them are free.</p> <p>For a free copy of the <u>Catalog</u> send a postcard to:</p> <p>Consumer Information Center Pueblo, Colorado 81009</p> <p>or</p> <p>Federal Information Center 300 Ala Moana Boulevard Honolulu, Hawaii 96850 Phone Number: 546-8620</p>		General public



*CONSUMER PRODUCT SAFETY COMMISSION (Federal)*

Address: 300 Ala Moana Boulevard  
Room 3117  
Honolulu, HI 96850

Phone Number: Enterprise 8013 - Maui residents  
546-7523 - Oahu residents

Primary Function:

The Consumer Product Safety Commission (CPSC) protects consumers against unreasonable risks of injury from consumer products. It evaluates the comparative safety of different consumer products and promotes research into the causes and prevention of product-related deaths, illnesses, and injuries. The Commission develops uniform safety standards for consumer products and works to minimize conflicting regulations between the different governmental bodies. It has the authority to ban hazardous products, set mandatory safety standards, and seek court action to have products declared hazardous.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Education	CPSC promotes and encourages appropriate agencies and organizations in the local community (including the Department of Education, University Extension, Fire Department, etc.) to utilize the consumer safety resources available through the Commission and to undertake educational programs.	Enterprise 8013	General public
Resources	Films, curriculum guides, brochures, posters, etc. are available on a wide range of subjects including: fire prevention, bike safety, poison education, playground safety, flammable fabrics, skateboard safety, etc. Descriptions of these and other resources are found in the <u>Consumer Product Safety Information Resource Notebook</u> . Available resources (slide presentations, films, fact sheets, and pamphlets/booklets) are also listed in two one-page order forms.	Enterprise 8013	General public
Speakers	Presentations are provided on a variety of subjects.	Enterprise 8013	General public

*COOPERATIVE EXTENSION SERVICE - HOME ECONOMICS (State)*

Address: Maui Community College  
Building 214  
310 Kaahumanu Avenue  
Kahului, HI 96732

Phone Number: 244-3242 or 244-3252

Primary Function:

The Cooperative Extension Service is a nationwide educational program conducted jointly in Hawaii by the University of Hawaii's College of Tropical Agriculture and Human Resources and by the United States Department of Agriculture. Its basic function is to extend useful and practical knowledge to people of all ages in the subject areas of agriculture, family living, and community improvement through informal, non-credit, off-campus educational programs. This type of outreach is provided by means of short courses and practical demonstrations before extension homemaker (University Extension) clubs, commodity groups, special interest groups, 4-H clubs, and the use of mass media. County agricultural and home economics field agents develop and maintain contact with the public, especially in the rural communities. They, in turn, are supported by specialists based at the University of Hawaii-Manoa campus.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Family Resource Management	Energy conservation, energy saving alternatives, learning to live with less, credit, housing and related expenses, energy and clothing		General public
Nutrition and Health	Changing eating patterns, misinformation, health care		
Families in Transition	Single-parent families, re-evaluation of family priorities, building family strengths, rearing children in a changing society, handling problems related to parenting more effectively.		
Public Affairs Education	The role of public policy and its impact on the family, community leadership development program for family members		
Note:	Extension agents reach the public through radio, newspapers, and publications. They work with "U.E." clubs, community organizations, and special interest groups to conduct public meetings, workshops, and conferences.		

DEPARTMENT OF AGRICULTURE (State)

Address: P.O. Box 700  
Wailuku, HI 96793

Phone Number: 548-7105

Primary Function:

Administer programs to establish agricultural parks; protect agricultural industries from entry and spread of harmful insects and other pests, noxious weeds and other plant diseases; monitor pesticide usage to minimize adverse effects on the environment. The Department directs programs to promote animal health and to eradicate animal diseases among domestic animals, programs to increase the productivity and preservation of agricultural resources, programs in consumer protection, programs to disseminate marketing and production information, and programs to provide credit to farmers.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Speakers Bureau	Presentations on a wide variety of agricultural-related topics are available upon request:		General public
	Insect pests, plant diseases, pesticides, pest eradication programs (Contact Plant Industry Division)	877-7801 877-7802	
	Meat inspection and grading (Contact Animal Industry Division)	877-5088	
	Agricultural, horticultural, and processed foods-grading and inspection; mislabeling of products (Contact Marketing and Consumer Services)	877-7220	
	Accurate packaging and labeling of consumer commodities; also measuring devices (Contact Measurement Standards Division)	877-7220	
	Individual counseling for agricultural loans (Contact Agricultural Loans Division)	244-4229	
Resources	Variety of publications such as "How to Buy Fresh Fruits and Vegetables"		

DEPARTMENT OF EDUCATION - MAUI DISTRICT (State)

Address: P.O. Box 1070  
Wailuku, HI 96793

Phone Number: 244-4221

Primary Function:

Provides public school education for students in kindergarten to twelfth grade in twenty-five schools on the islands of Maui, Molokai, and Lanai.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Home Economics Program	<p>Helps students of both sexes to identify and develop fundamental competencies that will be effective in personal and family living, including such areas as: human development and the family, management and family economics, housing and home furnishings, food and nutrition, clothing and textiles, and personal and family health.</p> <p>A basic foundational program is offered at the lower grade levels that includes all phases of home and family living.</p> <p>Special interest courses such as home economics, family living, family relations, etc. are offered at the higher grade levels in addition to the general course offerings.</p> <p>By 1982, Basic Practical Arts will be an introductory course to home economics as well as the other practical arts that will be required of all students.</p> <p>Because the program offers "survival skills" that everyone needs to be acquainted with, the current emphasis is to increase enrollment, especially male participation.</p>		<p>Primary grade levels</p> <p>High school levels</p> <p>8th and 9th grade levels</p>



*EDUCATIONAL OPPORTUNITY CENTER - MAUI COMMUNITY COLLEGE*

Address: 310 Kaahumanu Avenue  
Kahului, HI 96732

Phone Number: 242-5486

Primary Function:

Improve the access to post-secondary educational program for all interested Maui County residents by providing career and educational counseling services. Tutoring, college and financial aid information and application assistance are also provided.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Workshops/ Classes	Subjects have included: Solar Energy, Home Gardening, and "Yes, You Can", a workshop for women who feel the need to change the direction of their lives.		Basically for remote communities including Hana, Molokai, Makawao, Lanai, Lahaina.
Information	All types of careers including Home Economists, Nutritionists, etc., through books, pamphlets, and GIS (computer data bank).		General public
Counseling	Assist individuals in selecting the type of education that best meets their needs while taking into consideration tuition costs, etc., and assist in selection of most appropriate career choice.		General public

*EMERGENCY MEDICAL SERVICE PROGRAM*

Address: 1301 Punchbowl  
Room 311  
Honolulu, HI 96813

Phone Number: 538-1764

Primary Function:

Under a contract with the State Department of Health, the Hawaii Emergency Medical Service Program works to improve the State Comprehensive Emergency Medical Service (EMS) System through:

1. training, retraining, and continuing education programs for emergency medical personnel;
2. technical and professional assistance to emergency physicians;
3. research, data collection and analysis, and evaluation of emergency services;
4. consumer information and education programs to better acquaint the public with the available emergency services.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Consumer Information and Education	<p>Provides information on the emergency medical service system, including:</p> <ol style="list-style-type: none"><li>a. what the EMS system is;</li><li>b. how a person may use this system;</li><li>c. emergency medical services available; and</li><li>d. where consumers may comment on and/or complain about emergency care.</li></ol> <p>This information is publicized a number of ways:</p> <ol style="list-style-type: none"><li>a. public and press relations;</li><li>b. public service broadcast and cooperative public service advertising;</li><li>c. printed material (bulk quantities of brochures are available); and</li><li>d. speakers (to a limited degree).</li></ol>		

*FEDERAL TRADE COMMISSION (Federal)*

Address: Honolulu Field Station  
300 Ala Moana Boulevard  
Room 6324  
Honolulu, HI 96850

Phone Number: 546-5685

Primary Function:

The Federal Trade Commission is an independent, quasi-judicial, law enforcement agency that protects the public - consumers and businessmen alike - against anti-competitive behavior and unfair and deceptive business practices.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Publications	Free publications include: <u>Consumer Information and Education</u> How To Complain and Get Results; Shopping by Mail; Truth in Leasing; Individual Retirement Accounts, Plain Talk About IRA's.  <u>Guides</u>  Guides Against Deceptive Pricing; Guides Concerning Use of Endorse- ments and Testimonials in Adverti- sing; Fuel Economy Advertising for New Automobiles; Guides Against Debt Collection Deception.	546-5685 (Honolulu Field Station) to request copy of <u>List</u> of <u>Publica-</u> <u>tions</u> to order materials.	General public

FOOD AND DRUG ADMINISTRATION - CONSUMER AFFAIRS OFFICE (Federal)

Address: San Francisco District  
Federal Office Building  
Room 526  
50 United Nations Plaza  
San Francisco, CA 94102

Phone Number: (415) 556-2062 (FDA Consumer Affairs Office, San Francisco)  
546-8379 (FDA, Oahu)

Primary Function:

The Food and Drug Administration inspects foods, drugs, and cosmetics to assure that these products are safe and pure and are honestly and informatively packaged and labeled.

The Consumer Affairs Office provides outreach programs and services to educate the public about foods, drugs, and cosmetics, and informs agency officials of consumer concerns and desires across the country.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Meetings and Presentations	Twice a year (April and October), the Consumer Affairs Office in San Francisco usually sends a representative to Hawaii to conduct seminars, workshops, in-house training meetings and so forth. For further information, contact the Consumer Affairs Office.	(415) 556-2062	General public
Resource materials	Publications are available in the following categories: cosmetics, drugs, food, additives, food safety, labeling, medical devices, quackery, radiological health, and more. To obtain a list of publications, contact the Consumer Affairs Office.	(415) 556-2062	General public
	16 mm films and slide shows may be borrowed from the Consumer Affairs Office at no cost. Topics include: nutrition labeling, food safety, health quackery, over-the-counter drugs, and more.		General public
	The Honolulu FDA office also maintains several of the slide shows.		General public Food and Drug Administration 300 Ala Moana Blvd. Room 6320 Honolulu, HI 96850 Phone: 546-8379

*HAWAII ENERGY EXTENSION SERVICE (State)*

Address: State Office Building  
75 Aupuni Street  
Hilo, HI 96720

Phone Number: 548-4615

Primary Function:

Hawaii Energy Extension Service (HEES) is an outreach arm of the State Energy Office, Department of Planning and Economic Development, designed to provide communities with detailed and practical energy conservation and related information via publications, workshops, speakers, and audio-visual materials. HEES will also provide technical assistance to Neighbor Island county governments.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Publications	13 publications available (as of April, 1980). Contact the extension representative at the Neighbor Island Field Office in Hilo or call Energy Hotline (Neighbor Island residents, call toll-free Enterprise Operator 8016)	961-7558	General public
Audio visual materials	Slide show: "Energy Conservation Methods for Hawaii's Consumers" (Contact Neighbor Island Field Officer) Reel-to-reel films - (Contact DOE School Library & Instructional Media Section, on Oahu)	548-4080	General public
Speakers Bureau	Energy topics and solar water heating	732-2824	General public
Workshops	Recent workshops held: ● Energy conservation principles, solar water heating construction and installation  ● Energy efficiency and conservation  ● Energy management for restaurants		Hawaii Cooperative Extension Service field staff  Hotel plant-maintenance personnel  Restaurant managers

HAWAII ENERGY EXTENSION SERVICE (State), (continued)

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
	Others being planned: <ul style="list-style-type: none"> <li>● Energy conservation practices</li> <li>● Building solar water heaters</li> <li>● Federal energy initiatives (such as Building Energy Performance Standards)</li> </ul>		Hospital administrators and maintenance personnel  Design professionals
Energy Information Tapes	Eight 3-minute tapes on energy conservation and solar energy	524-8999	General public (not toll-free for Neighbor Island callers)
Curriculum materials	Contact Energy Education Project, University of Hawaii, Manoa, College of Education	948-6918	Designed for kindergarten through high school students
Clinics	Car-test inspection/diagnostic clinics are planned at community colleges		All motorists

*HAWAII NEWSPAPER AGENCY - EDUCATIONAL AND COMMUNITY SERVICES DEPARTMENT*

Address: P.O. Box 3350  
Honolulu, HI 96801

Phone Number: 525-7660

Primary Function:

Assist teachers in using the daily newspaper as an effective teaching tool in the classroom.

Description of Consumer Education Programs/Resources

<u>Program Topic</u>	<u>Description of Program</u>	<u>Phone #</u>	<u>Persons Eligible</u>
Resource materials	A few instructional booklets and films and filmstrips are available on consumer education. Contact the Education Office for complete lists of these resources.	525-7660 or 525-7661	General public, especially teachers

HAWAII POISON CENTER

Address: Kapiolani Children's Medical Center  
1319 Punahou Street Room 1104  
Honolulu, HI 96826

Phone Number: 941-4411

Primary Function:

The Hawaii Poison Center provides the public with immediate first aid advice via a hotline telephone system on all types of poison accidents. A second equally important program is preventive education.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Hotline Service	Toll free telephone service to the Poison Center is available to Neighbor Island residents who need immediate first aid advice.	(800) 362-3585	General public
Presentations	The Poison Center has applied for federal grants that could provide funds for presentations about poisons to Neighbor Island residents. In 1979, grants funded two-day trips to each island.	941-4411	General public
Publications	A number of pamphlets published by various federal and state agencies are available upon request.	941-4411	General public
Audio Visual resources	16 mm film: "250,000 Ways to Kill A Child Without Leaving the Home"		
	Telephone stickers may be obtained via self-addressed, stamped envelope.	941-4411	General public



HAWAIIAN TELEPHONE COMPANY - PUBLIC AFFAIRS DEPARTMENT

Address: P.O. Box 2200  
Honolulu, HI 96841

Phone Number: 546-8814

Primary Function:

Hawaiian Telephone's Public Affairs Department works to develop a better understanding of the telephone company's communication system.

Description of Consumer Education Programs/Resources

<u>Program Topic</u>	<u>Description of Program</u>	<u>Phone #</u>	<u>Persons Eligible</u>
Resources	A free booklet entitled <u>Hawaiian Telephone At Your Service</u> describes a wide variety of services and materials available including a speakers bureau, tours, booklets, films, filmstrips, training programs as well as other audio-visual aids. Topics include good telephone usage, communication technology, research, and more. This booklet may be obtained from the Public Affairs Department in Honolulu.	546-8814 on Oahu	General public especially business, civic, school, and other organizations
	For specific information about other services and resources available to Maui residents, contact the Maui Island Manager's office.	242-5130 on Maui	

*HOUSING AND URBAN DEVELOPMENT (Federal)*

Address: 300 Ala Moana Boulevard  
Room 3318  
Honolulu, HI 96850

Phone Number: 546-5554

Primary Function:

HUD administers the principal federal programs which provide assistance for housing and community development. Major areas include:

- 1) Community Development Block Grant Program - awards "block" grants to local governments to develop viable urban communities, including decent housing and suitable living environment, and expanded economic opportunities principally for persons of low and moderate incomes.
- 2) Federal Housing Administration - insures private lending institutions against losses on loans to finance mortgages on single family homes, multi-family units and provides housing assistance subsidy for low and moderate income families.
- 3) Fair Housing and Equal Opportunity - enforces and insures compliance with civil rights laws and executive orders established to protect individuals from discrimination because of race, color, religion, sex, age, national origin or handicap.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Publications/ Materials	<p>A wide variety of booklets are available such as: <u>Protecting Your Housing Investment</u>, <u>Wise Rental Practices</u>, <u>Wise Home Buying</u>, <u>Questions About Condominiums</u></p> <p>Fact sheets include topics such as: Should You Rent or Buy a Home? Protecting Your Home Against Theft; Termites, Pests, and Fungi; and Buying a Home? Don't Forget Those Closing Costs!</p>	546-5554 or contact HUD funded local agencies such as: HHA or the County Housing Director	General public

HOMEOWNERSHIP COUNSELING AGENCY, HAWAII HOUSING AUTHORITY

Address: P.O. Box 17907  
Honolulu, HI 96817

Phone Number: 848-3315

Primary Function:

The Hawaii Housing Authority is a public corporate body whose purpose is to initiate, plan, construct, and manage public housing projects in cooperation with other governmental agencies, to provide safe and sanitary dwelling units in place of slum areas, and to construct public housing in designated areas.

The Homeownership Counseling Agency provides counseling services to new homeowners in HHA projects as well as in the Hula Mae program.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Homeownership counseling classes	The Homeownership Counseling Agency sponsors a series of three hour classes several times a year. Representatives from various organizations in both the private and public sector make presentations on such topics as: insurance, consumer protection, first aid, budgeting, marital relations, etc. Previous classes consisted of seven sessions; class attendance has ranged from 50 to 200 persons.		New homeowners in the Hula Mae program as well as HHA housing projects
Resources	<u>Ku'u Home: A Manual for the New Homeowner</u> published by the Homeownership Counseling Agency		Same as above
Counseling services	One-to-one counseling for those who may need referral services or may have experienced problems in making payments, balancing budgets, etc.		Same as above

HEALTH EDUCATION, DEPARTMENT OF HEALTH (State)

Address: 54 High Street  
Wailuku, HI 96793

Phone Number: 244-4334

Primary Function:

Stresses wellness, health maintenance and the development of preventive health habits related to lifestyle through the use of various educational programs.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Health Education Bilingual Outreach	Identify and provide services to recent immigrants and to those with limited English		Non-English speaking immigrants
Educational programs	Past programs have included a community lecture series entitled: "Design for Modern Living" and community meetings on consumerism in health		General public
Materials and Resources	Film library and information services; pamphlets and reference library		General public

*INTERNAL REVENUE SERVICE (Federal)*

Address: P.O. Box 50089  
Honolulu, HI 96850

Phone Number: 546-2803

Primary Function:

The Internal Revenue Service (IRS) administers, enforces, and collects revenue resulting from the federal tax laws other than those relating to tobacco, alcohol, firearms, and explosives. It provides taxpayer service and education, prepares rulings and regulations to supplement the tax law, and determines the status of entities seeking tax exemptions.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Small Business Tax Workshop	A one-day course held monthly on Oahu. Free. Usually attended by 20-30 persons. (Note: If a community organization sponsors this workshop on Neighbor Islands, the IRS would be willing to send the speaker and materials.)		Intended for small businessmen
Pre-Retirement Seminar			Generally for military and state personnel. Have also held this seminar on Maui for the State Personnel Office.
Tax Practitioners Institute	A one day institute held in January once a year. Sponsored by the Hawaii Association of Public Accountants		For those accountants who prepare taxes for businesses. Held on all major islands.
Volunteer Income Tax Assistance	Trains volunteers to help disadvantaged (elderly, handicapped, low income) residents complete their tax papers.		Three locations on Maui - Kahului, Paia, and Lahaina
Resources	Films - "What Happened to My Paycheck?" (15 min) and "Money Talks" (30 min) for high school classes. Brochures also available. Speakers too, usually from the nearest IRS office. IRS also provides materials for some tax classes at Maui Community College.		Available to Neighbor Island residents/groups

*J.C. PENNEY COMPANY, INC.*

Address: Ala Moana Center  
1450 Ala Moana Boulevard  
Honolulu, HI 96814

Phone Number: 946-8068

Primary Function:

As a public service, the Consumer Affairs Department of the J.C. Penney Company, Inc. has developed a series of educational publications and teaching units for consumer educators in their community.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Publications and materials	Available for purchase or loan from the Ala Moana store's lending library. Materials include magazines, filmstrips and cassettes, leaflets, video-tapes, consumer information guides, and teaching units. Subject areas include various consumer issues, value clarification, communication, energy, economics, adult education, consumer protection, and child development and family relations.		Primarily for educators (also available to the general public)
Forum, Plus	Packaged units contain guidelines, lessons (workbook, posters, and so forth), reading material, evaluation sheets, and more. One copy of each <u>Forum Plus</u> is available free.  For complete list of available materials, request for a copy: <u>J.C. Penney Educational Materials Fact Sheet.</u>		Primarily for educators (also available to the general public)

*LEGAL AID SOCIETY OF MAUI (Private, Non-profit)*

Address: P.O. Box 368  
Wailuku, HI 96793

Phone Number: 244-3731

Primary Function:

The Legal Aid Society of Hawaii is a private, non-profit law firm, which provides legal services to eligible low-income people at no charge. Legal Aid can assist those eligible with most kinds of legal problems except for criminal (robbery, burglary, assault, murder, etc.) cases. This year, Legal Aid is helping people with problems in the following areas: Land/Water Rights, Public Entitlement Rights, Housing Problems, Consumer Rights, Senior Citizen Problems, Education Problems, and Family Law Problems.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Presentation to Senior Citizens	This on-going program provides workshops and presentations on a variety of legal concerns for senior citizen groups upon request.		Senior Citizen groups
Presentations to the Community	A new program will offer similar types of workshops and presentations on legal concerns to community groups and organizations.		General public
Publications	Individual copies of booklets by the Kalihi-Palama, Waianae-Nanakuli Comprehensive Legal Services Society of Hawaii are available upon request. This series of 18 booklets include such titles as:  Before You Sign That Lease - Landlord-Tenant Law In Hawaii; Gotta Sue? - Small Claims Court and You; Just Arrived? - Immigration Rights and Responsibilities; Creditors Bugging You? - Solving A Financial Jam; Before You Buy - Consumer Problems; and more  Also available are an assortment of pamphlets.		General public

*LOKAHI PACIFIC (Private, Non-Profit)*

Address: P.O. Box 767  
Kihei, HI 96753

Phone Number: 879-1517

Primary Function:

Lokahi Pacific is a community development corporation whose purpose is putting the community into business through sound investments. Profits made from investments are re-invested within the community to meet the needs and priorities identified by the membership. Lokahi's mission is to improve the economic and social life of the low-income community of Maui County through the development of economic and social programs.

Description of Consumer Education Programs/Resources

<u>Program Topic</u>	<u>Description of Program</u>	<u>Phone #</u>	<u>Persons Eligible</u>
Kuleana Program (Maui, Molokai, and Lanai)	Periodic workshops and classes are held on various cultural and community interest topics, including: Hawaiian herbs, food and nutrition, first aid, solar heating, and Hawaiiana.		Primarily for Lokahi Pacific members; open to the general public on a space available basis.
Informal workshops on Maui and Molokai	Periodic workshops on a variety of agricultural-related topics depending on local needs. Past workshops have included: Back-yard gardening, Fishing, Taro farming, and Pesticides		Primarily for Lokahi Pacific members; open to the general public on a space available basis.



*MARINE ADVISORY PROGRAM, UNIVERSITY OF HAWAII SEA GRANT COLLEGE*

Address: Maui Community College  
Building 214  
Kahului, HI 96732

Phone Number: 244-4157

Primary Function:

The Marine Advisory Program provides information on marine-related topics. Advisory agents work in areas such as aquaculture, commercial fishing, coastal zone management, and marine safety to provide practical information and immediate assistance to local communities. Agents act as catalysts to bring together different interests in the marine community to work toward common goals. They also coordinate workshops, displays, lectures, clinics, and field trips, write newspaper articles, and produce radio and television spots, slide shows, films, and publications.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Publications	A wide range of materials are available through the Maui Office, including: "Ono Hawaiian Shark Recipes," "Medical Care for Hawaii's Seamen," "Guidelines for Preparing Chilled Seawater Brine," "Bodysurfing Safety" and many more.		General public
Audio visual materials	Videotapes, films, and slideshows have been produced by the Program. These and others are listed in "Marine Audiovisual Catalog: 16 mm Films and Slideshows."		General public
Workshops	Subjects of past workshops have included: Taape Utilization, The Use of Catfish, and Seaweed Utilization.		General public

*MAUI BETTER BUSINESS BUREAU (Private, Non-Profit)*

Address: P.O. Box 311  
Kahului, HI 96732

Phone Number: 877-4000

Primary Function:

Works to improve and insure a favorable business climate through self regulation (via voluntary action) of advertising and selling practices. It brings legitimate local consumer complaints to the attention of businesses and acts as an impartial third party mediator to find equitable solutions. It also exposes frauds, misrepresentations, and bogus charities, publicizes unethical and deceptive practices, and distributes consumer advisory information.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Direct Assistance	Provides information about a company before the consumer does business with it. Also provides information so that the consumer can make intelligent buying decisions.		General public
Indirect Assistance	Consumer information made available via speakers, printed literature, and radio spots.		General public

MAUI CHAMBER OF COMMERCE

Address: P.O. Box 1677  
Kahului, HI 96732

Phone Number: 877-0452

Primary Function:

Trade association for business.

Description of Consumer Education Programs/Resources

<u>Program Topic</u>	<u>Description of Program</u>	<u>Phone #</u>	<u>Persons Eligible</u>
Shoplifting	Workshop on how and why to combat		Retail stores
Record Keeping	Three-day seminar on prime basics		Small businesses
Pre-Business	Workshop on basic information in starting a business		Small businesses
Advertising	Workshops on use of advertising and marketing		Small businesses
Profits and Cash Flow	Workshops on need for understanding		Small businesses
Travelers Checks, Credit cards and Counterfeits	Workshops on how to recognize problems		Small businesses

*MAUI COMMUNITY COLLEGE - OFFICE OF COMMUNITY SERVICES (State)*

Address: 310 Kaahumanu Avenue  
Kahului, HI 96732

Phone Number: 242-5431

Primary Function:

Coordinates the non-credit vocational skills courses (apprenticeship training, skill up-grading), non-credit self-support courses, summer session program, senior citizen tuition exemption program, and facilities utilization program. Also provides administrative support services to other colleges within the University of Hawaii System.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Non-Credit Courses and Workshops	Past topics have included: Assertiveness Training for Women; Auto Servicing; Carpentry and Furniture Making; Home Repairs: Fix It; Small Appliance Repair; Home Gardening; Sewing Workshop: Xmas Gift Ideas; Whole Health: Nutritional, Emotional, Medical Perspective; Developing Self Esteem.	242-5431	General public
Senior Citizen Tuition Exemption Program	Courses have included many of those listed above.	242-5431	Senior citizens (sixty years and above)

MAUI ECONOMIC OPPORTUNITY, INC.

Address: P.O. Box 2122  
Kahului, HI 96732

Phone Number: 871-9591

Primary Function:

Develop programs and services designed to alleviate/eliminate problems related to poverty.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Community Food Nutrition Program (dependent on acceptance of grant proposal)	Proposes to establish an "Open Market" project for certain disadvantaged groups of people. Handouts on the nutritional value of various foods on sale, food preparation demonstrations, etc. will be available to educate shoppers.		Low-income and elderly families
Head Start Program	A preschool program is aimed toward the development of young children through the involvement of the parents. Medical, dental, mental health, nutritional and social services are also provided.		Low-income families

MAUI ELECTRIC COMPANY, LTD.

Address: P.O. Box 398  
Kahului, HI 96732

Phone Number: 871-8461

Primary Function:

The Home Services Department provides residential customers with demonstrations on the efficient use and safety of appliances. The Department holds cooking classes for the handicapped as well as cooking demonstrations at ethnic festivals and cultural shows.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Speakers' Bureau	Employees can give talks to groups on safety of electricity and related electricity topics upon request.		Community groups
Resources	Pamphlets on energy conservation are available as well as films.		General public

MAUI KOKUA SERVICES, INC.

Address: 95 Mahalani Street  
Wailuku, HI 96793

Phone Number: 244-7405

Primary Function:

Maui Kokua Services, Inc. provides a link between (1) individuals who have a need for services and/or a service to offer and (2) Maui's community service agencies. Activities are presently in three major areas:

Description of Consumer Education Programs/Resources

<u>Program Topic</u>	<u>Description of Program</u>	<u>Phone #</u>	<u>Persons Eligible</u>
Information	Information and Referral Services maintains a 24-hour information and referral line for individuals and families in their search for alternatives to deal with personal problems or information about community activities and resources.		General public
Volunteerism	Volunteer Action Center (VAC) provides centralized volunteer recruitment, screening and placement to other non-profit human service agencies. VAC also assists individuals with skills development, goal clarification and promotes active citizen participation through volunteering and bartering.		General public
Counseling	Crisis Counseling and Intervention Services by trained staff and volunteers who counsel individuals in crisis and connect them with appropriate community services. This service is provided by telephone 24-hours a day via a Helpline.		General public

MAUI LIBRARY (State)

Address: P.O. Box B  
Wailuku, HI 96793

Phone Number: 244-3945

Primary Function:

The library provides for the informational, educational, and recreational needs of residents that may be met through printed material. In addition, it also provides a source of community information about other activities. As an information center, its bulletin boards are available to any non-commercial activity on a space available basis; organizations may leave handouts/flyers for distribution; meetings may be held in the meeting rooms.

Staff provides information to the requester by phone, mail, or in person, and sometimes serves in an advocacy role especially to those who are unable to follow up on seeking information.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Information	Specific information on consumer education for households is available in books, magazines, and pamphlets.		General public



*MAUI MENTAL HEALTH CENTER - DEPARTMENT OF HEALTH (State)*

Address: 121 Mahalani Street  
Wailuku, HI 96793

Phone Number: 244-3747

Primary Function:

The Maui Community Mental Health Center (MCMHC) works to improve the mental health of the people as well as to decrease the incidence of mental illnesses on Maui. Services offered include outpatient services, children's services, community support services, including day treatment and life skill training, emergency services, services to the aged, follow-up and screening, consultation and education, and limited services for alcohol and drug abuse. MCMHC also provides the services of a psychiatrist for Center clients hospitalized at Maui Memorial Hospital.

Description of Consumer Education Programs/Resources

<u>Program Topic</u>	<u>Description of Program</u>	<u>Phone #</u>	<u>Persons Eligible</u>
Children's Center	Stresses prevention through a program of education for parents, teachers and others interested in children. Emphasis is not on mental health alone, but rather on services for children.		

*NUTRITION BRANCH - DEPARTMENT OF HEALTH (State)*

Address: P.O. Box 217  
Wailuku, HI 96793

Phone Number: 242-5956

Primary Function:

Improve nutrition in Hawaii with emphasis given to programs for specific high risk populations. The public health nutritionist advises families on how to adapt eating patterns to meet nutritional needs, while considering cultural food habits and socio-economic conditions.

The Nutrition Branch also administers the Special Supplemental Food Program for Women, Infants, and Children (WIC) that provides specific nutritious foods as well as nutrition education to pregnant women, breastfeeding women, infants, and children up to five years of age.

Description of Consumer Education Programs/Resources

<u>Program Topic</u>	<u>Description of Program</u>	<u>Phone #</u>	<u>Persons Eligible</u>
WIC Outreach	Provides counseling on nutrition education and distributes specific nutritious foods.		Pregnant women, infants, and children with nutritional risks who meet certain low income criteria
Workshops	Nutrition and special diets		Care home and boarding home operators
Presentations	Nutrition education; films available from Health Education Libraries on Maui and Oahu can supplement the presentation.		General public including community groups, students, etc.
Classes	Diabetic Education - 3 sessions		Older residents in Molokai, Lanai, and in Hana.

OFFICE OF CONSUMER PROTECTION (State)

Address: 250 South King Street  
Kamamalu Building - Room 520  
Honolulu, HI 96813

Phone Number: 548-2560

Primary Function:

The Office of Consumer Protection coordinates the consumer protection activities in Hawaii. Its main purpose is to promote fair and honest business practices that protect both the consumer and the legitimate businessman. The Office conducts investigations, research and studies, and enforces laws, rules and regulations in the area of consumer protection. Complaints involving unlicensed contractors, unfair and deceptive business practices, mail order purchases, landlord/tenant disputes, unfair competition, and door-to-door sales are entertained by the Office.

It also develops and maintains programs intended to prevent financial injury and programs to provide remedies for consumers who have been short-changed in the market place.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Workshops, programs	Assists in the organization, promotion, and conduct of consumer education programs		General public
Resources	Limited film library, brochures, and other related material (Landlord-Tenant Handbook, Consumer Credit Pocketbook)		General public
Speakers	Two education specialists on Oahu are available to make presentations on a variety of topics subject to budget restrictions. (The Office has an investigator on Maui who also makes presentations to groups).	244-4387	General public
Not-So-Funny Comic Books	Solar Heaters, The Free Gift, Mail Order, Unlicensed Contractors, and Auto Repair.		General public
Upcoming Programs	a. Will focus efforts on teachers, program aides, etc, who can train others in turn (and have a multiplier effect). b. Will encourage businesses to develop improved complaint handling procedures. c. Will develop a referral speakers list.		

*PUBLIC HEALTH NURSING BRANCH, DEPARTMENT OF HEALTH (State)*

Address: 54 High Street  
Wailuku, HI 96793

Phone Number: 244-4311

Primary Function:

Delivers primary health care and health maintenance and promotion services to individuals and families in their homes, public health clinics, neighborhood centers, day care centers, care group homes, nursing offices and private and parochial schools.

Description of Consumer Education Programs/Resources

<u>Program Topic</u>	<u>Description of Program</u>	<u>Phone #</u>	<u>Persons Eligible</u>
Home Health Services	Provides nursing and preventive health services.		Molokai and Lanai residents

SEARS, ROEBUCK AND COMPANY, CONSUMER INFORMATION SERVICES

Address: D/703  
Sears Tower  
Chicago, IL 60684

Phone Number:

Primary Function:

Develop multi-disciplinary print and audio-visual materials that educate people to become more informed consumers.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
	<p>Note: Sears has developed educational resource materials in the form of student booklets, filmstrips/transparencies, and teacher's guides on a variety of subjects. Some may be used in conjunction with each other: i.e. booklets and filmstrips or booklets and teacher's guides.</p> <p>For a complete listing of materials and prices, request a copy of <u>Catalog of Learning Aids, 1980</u> by writing to:</p> <p>Consumer Information Services Sears, Roebuck and Co. D/703 Sears Tower Chicago, IL 60684</p>		
Student Booklets	Subjects include the selection of hand and power tools, furniture, paints and wall coverings, major home appliances, infants' and children's clothing, and more.		
Teacher's Guides	Includes teaching metrication, the use and care of fabrics, portable appliances, and floor covering, and more.		
Filmstrips/Transparencies	Decorating, kitchen planning, clothing and accessories, the anatomy of sale, etc.		

*TRAFFIC AND SAFETY EDUCATION*

Address: 1776 University Avenue  
(WA2-226)  
Honolulu, HI 96822

Phone Number: 948-6855

Primary Function:

Teacher preparation program for driver education instructors. Related programs include motorcycle instruction and energy conservation awareness training.

Description of Consumer Education Programs/Resources

Program Topic	Description of Program	Phone #	Persons Eligible
Presentations	Community organizations may request presentations when the project staff regularly travels to the Neighbor Islands to conduct training for instructors.		General public
Printed Materials	Brochures and booklets on certain selected subjects such as energy conservation, drinking and driving and automobile maintenance are available in bulk quantities.		
Audio-Visual Materials	Films and filmstrips may be loaned out. (Requesting organization pays for postage and insurance). Titles include: Basic Car Control Maneuvers; Emergency Driving Procedures; Defensive Driving - Passing and Being Passed; You and Your Tires; and more.		General public

Title and Author	Brief Description	Date Published	Frequency Updated	To Obtain a Copy:	Cost per Copy	Notes
<u>Consumer Information Catalog</u> by the Consumer Information Center	(16 pages) Lists a variety of booklets from different agencies in the Federal Government. Topics include how to fix your car, how to save money in food, health care, energy and other household expenses, etc. Many of these booklets are free; there is only a nominal fee for the others.	1980	4 times a year	Consumer Information Center Dept. 532 G Pueblo, CO 81009  or Federal Information Center 300 Ala Moana Blvd. Honolulu, HI 96850 (Phone: 546-8620)	Free	No shipping charges
<u>Consumer's Resource Handbook</u> by the White House: Office of the Special Assistant for Consumer Affairs	(76 pages) Helps in locating the right source of assistance - both governmental and non governmental - for resolving problems with products and/or services. One of the major sections briefly describes the services and information that various federal agencies provide. This handbook also contains a nationwide list of state and local government offices that may also be helpful.	Dec, 1979	Does not apply	Consumer Information Center  or Federal Information Center	Free	No shipping charges
<u>Directory of Social Resources</u> by the Volunteer, Information and Referral Service	Lists 811 health, welfare, recreational and educational resource organizations on Oahu and provides information for linking the needs of people to these resources. Many of the resources described here are available to Maui residents.	Spr, 1980	Annually (4/1)	Volunteer, Information and Referral Service 200 N. Vineyard Blvd. Suite 601 Honolulu, HI 96817 (Phone: 536-7234)	\$5.00	\$1 for shipping costs. If ordering 6 or more copies, each cost \$4 plus \$1 for shipping.
<u>Guide to Government in Hawaii</u> by the Legislative Reference Bureau (LRB)	(215 pages) Describes the primary function and responsibilities of the different departments and divisions in the federal, state, and county governments in Hawaii. Organizational charts are included.	Jun, 1978	Usually every 2 years*	Legislative Reference Bureau State Capitol Honolulu, HI 96813 (Phone: 548-7853)	1978 copy cost \$3	No shipping charges. Must be pre-paid; checks payable to LRB.
<u>State Government Telephone Directory</u> by Department of Accounting and General Services (DAGS)		May, 1979	Every 2 years	Dept. of Accounting and General Services P.O. Box 119 Honolulu, HI 96810	\$2.25	Must be pre-paid; checks payable to DAGS  Postage charges to Maui: surface - \$1.18 air - 1.71
<u>United States Government Telephone Directory</u> : Honolulu, HI		Apr, 1980	Annually	Federal Information Center (Honolulu)	\$1.00	No shipping charges

\* Depending on number of changes needed

ACKNOWLEDGEMENTS

Many individuals contributed to this paper. They include:

Diane Akase - Public Affairs Office, *Department of Agriculture (Honolulu)*

E.H. Auerswald, M.D. - *Maui Mental Health Center*

Mei Ling Chang - *Legal Aid Society of Maui*

Donald D.H. Ching - *Consumer Product Safety Commission (Honolulu)*

Leslie Chu - Homeownership Counseling Agency, *Hawaii Housing Authority (Honolulu)*

Alan Corbett - *Maui Better Business Bureau*

Froso Daniggelis - Nutrition Branch, *Department of Health (Maui)*

Marion Dunning - Education Section, *Office of Consumer Protection (Honolulu)*

John Fairbanks - *Internal Revenue Service (Honolulu)*

Ed Fernandez - Public Affairs Department, *Hawaiian Telephone Co. (Honolulu)*

Jane Fletcher - Educational Opportunity Center, *Maui Community College*

Tom Grande - *Common Cause, Hawaii (Honolulu)*

Jane Kagihara - *Hawaii Poison Center (Honolulu)*

Ron Kashimoto - Sales Promotion, *J.C. Penney Co. (Ala Moana)*

Valerie Katagiri - Health Education, *Department of Health (Maui)*

Wally Keylock - *Consumer Credit Counseling Service of Hawaii (Honolulu)*

Roger Knox - *Maui Chamber of Commerce*

Ruth Kunisaki - *Maui Electric Co. Ltd.*

Jose Lee - *Emergency Medical Service Program (Honolulu)*

Paul Mark - Hawaii Energy Extension Service, *State Energy Office (Honolulu)*

Link Martin - *Lokahi Pacific (Maui)*

Camilla Gray McGowan - *Consumer Affairs Office, Food and Drug Administration  
(San Francisco)*



Darrell Oishi - Maui District, *Department of Education*

Walter Ouye - Office of Community Services, *Maui Community College*

Jeannette Paulson - Educational and Community Services Department,  
*Hawaii Newspaper Agency (Honolulu)*

Stephan Rupp - *Traffic and Safety Education (Honolulu)*

George Saunter - *Sears, Roebuck and Co. (Ala Moana)*

Roy Shimizu - *Housing and Urban Development (Honolulu)*

E.C. Shon - Marketing Division, *Bank of Hawaii (Honolulu)*

Joyce Van Zwalenburg - *Maui Library*

Ron Yoshida - Marine Advisory Program, *University of Hawaii Sea Grant  
College (Maui)*

Haruyo Yoshioka - Public Health Nursing Branch, *Department of Health  
(Maui)*

T. Yoshitake - *Federal Trade Commission (Honolulu)*

*Special thanks to the Community Resource Development office staff members for their support in typing this report. These members include: Melanie Ching, Janet Gushiken, and Charles Nakashima.*

PLEASE NOTE: As part of a structural reorganization, the Hawaii Cooperative Extension Service and the Hawaii Agricultural Experiment Station have been merged under the new name HAWAII INSTITUTE OF TROPICAL AGRICULTURE AND HUMAN RESOURCES, College of Tropical Agriculture and Human Resources, University of Hawaii at Manoa.

Issued in furtherance of Cooperative Extension Work, Acts of May 8 and June 30, 1914, in cooperation with the U. S. Department of Agriculture and Noel P. Kefford, Interim Dean, College of Tropical Agriculture and Human Resources, and Director, Hawaii Institute of Tropical Agriculture and Human Resources, University of Hawaii at Manoa. An Equal Opportunity Employer providing programs and services to the people of Hawaii without regard to race, color, national origin, or sex.

INFORMATION TEXT SERIES PUBLICATION (IT) 002

APRIL 1981 (1M)